

# Privacy statement

**Act for Kids**



**Easy English**

## Blue words



Some words in this book are **blue**.

We write what the blue words mean.

## Help with this book



You can get someone to help you

- understand this book
  
- find more information.



Contact information is at the end of this book.

## About this book



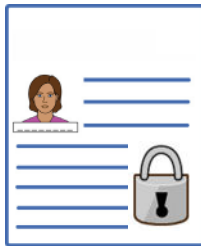
This book is from Act for Kids.



We want kids to be safe.



We can help parents and families.



This book is about how we keep your information safe.

We call this book our **privacy statement**.

## What information do we need from you?



We will ask you for some information, like

- your name and phone number



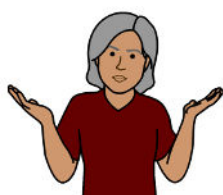
- why you need help



- who is in your family.



You can tell us some of your information but you do **not** have to tell us all your information.



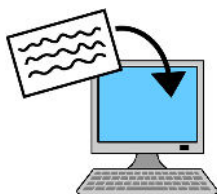
We might find it hard to help you if you do **not** tell us some information.

## You can ask to see the information we have about you



You can ask us

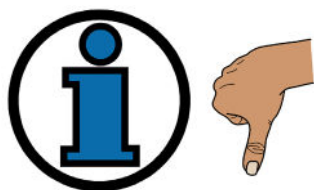
- on the phone



- in an email

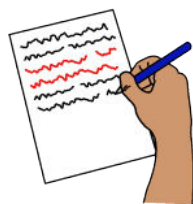


- at our office.



You can tell us if

- you think the information is wrong



- you want to change the information.

## How do we use your information?



We use your information to help you and your family.



We might also use your information to

- write about our work



- check if we do a good job.

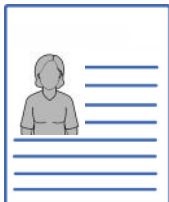


This information helps us to

- do our work better



- keep doing our work.

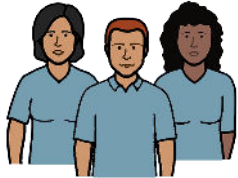


When we write about our work we do **not** say who you are.

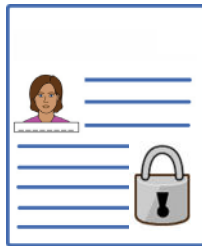
## How we keep your information safe



We keep your information on a safe computer.



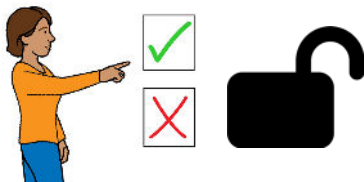
Only our staff can see your information.



We **must** keep your information safe even when we stop helping you.

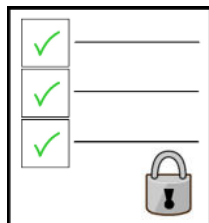


Your information is **private**.

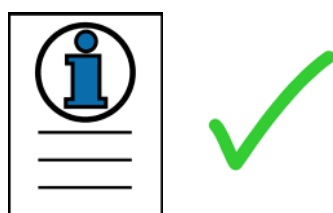


Private means we cannot share your information with other people if do you do not say **yes**.

## We might need to share your information



There are rules we **must** follow to keep your information safe.



We only share your information if the rules say we can.



We will ask you before we share your information.



You can say **no**.



If you say **no**, we will only share your information if the rules say we **must**.



For example, to keep you and others safe.



## Who we might share your information with



We will only share your information with people who can help you and your family.



For example

- doctors and nurses



- teachers



- support workers



- counsellors.



You can say which people we can share your information with.



## You can make a complaint



You can make a **complaint** if you think we did something wrong with your information.



A complaint is when

- you are **not** happy

and



- you tell someone the reason.



We have another book about how you can make a complaint.



## More information

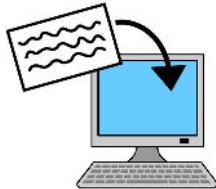
For more information contact Act for Kids.



Call 1300 228 000



Website [actforkids.com.au](http://actforkids.com.au)



Email [privacy@actforkids.com.au](mailto:privacy@actforkids.com.au)

## If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.

## If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Call 1800 555 660



Website [accesshub.gov.au/nrs-helpdesk](https://www.accesshub.gov.au/nrs-helpdesk)

**Notes**

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